

Our Hospital Sites



Manchester
Royal
Infirmary



Saint Mary's
Hospital



Royal
Manchester
Children's
Hospital



Manchester
Royal Eye
Hospital



University
Dental Hospital
of Manchester



Wythenshawe
Hospital



Trafford
General
Hospital



Withington
Community
Hospital



Altrincham
Hospital

If you require any information in alternative formats or would like to enquire about further details on information presented in this report please contact the Equality, Diversity and Inclusion Team equality@mft.nhs.uk who will respond to your query or signpost you to a more appropriate contact.

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Section One

Our First Year as a Single Hospital Service

On the 1st October 2017 Central Manchester University Hospitals NHS Foundation Trust (CMFT) and University Hospital of South Manchester NHS Foundation Trust (UHSM) came together to form a new NHS Organisation, Manchester University Hospital NHS Foundation Trust (MFT). The Trust is responsible for a group of nine hospitals across six geographical locations and for hosting the Manchester Local Care Organisation. We now form one of the largest

NHS organisations in England employing over 20,000 staff and providing services to a diverse population of approximately 750,000 citizens. The aim of creating a single hospital service was to drive improvement and reduce health inequalities across Manchester, Trafford and the surrounding areas by bringing the expertise of our health care professionals together. One Trust, with a shared vision and shared values.

Our Vision

Our vision is to improve the health and quality of life of our diverse population by building an organisation that:

- **Excels in quality, safety, patient experience, research, innovation and teaching**
- **Attracts, develops and retains great people**
- **Is recognised internationally as a leading healthcare provider**

Our Values

Together Care Matters

Everyone Matters

Working Together

Dignity and Care

Open and Honest

Throughout our first year as a single hospital service we have continued to involve and engage stakeholders ensuring that our services are representative of, and meet the needs of the diverse communities we serve. During this first year as MFT we have focused on how we can bring together new Governance frameworks for Equality, Diversity and Inclusion from the legacy Trusts of CMFT and UHSM creating one robust and supportive structure.

This report is reflective of our first year as a single Manchester NHS Trust. It details our performance for Our Patients, Our People and Our Leadership. The information for the report has been drawn from across our hospital sites and managed clinical services.

Section Two

Our Patients

Patients are at the heart of everything we do at MFT. We are committed to ensuring that patients' health needs are assessed and met in caring, appropriate and effective ways and that they meet the needs of our diverse population. Below are some examples of our practice.

The Caribbean and African Network Partner of the Year

In our first year as a single hospital service MFT was delighted to be awarded Partnership of Year by the Greater Manchester Caribbean and African Health Network (CAHN). The Award was presented at CAHN's first Black History Month Gala Dinner. The teams at CAHN and MFT have been working together to develop a partnership that address the health inequalities faced by the Caribbean and African communities in Greater Manchester, focusing work on key areas including dementia, cardio vascular health, transplant and organ donation, HIV and IVF.



Accessible Information Standard (AIS)

The Accessible Information Standard directs and defines a specific, consistent approach to Identifying, Recording, Flagging, Sharing and Meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to a permanent or temporary disability, impairment or sensory loss. The Standard applies to service providers across the NHS and adult social care system, and it specifically aims to improve the quality and safety of care received by individuals with information and communication needs, and their ability to be involved in autonomous decision-making about their health, care and wellbeing.

To demonstrate our commitment to ensuring that we continue to achieve the most accessible approach to information and communication provision at MFT, we have formed an 'Accessible Information Standard' Steering Group which is comprised of professionals from across MFT to lead in the implementation and sustainability of the standard. Some of the work currently being undertaken by the steering group includes the development and dissemination of a communications passport, for all patients, and to integrate the AIS flags into our Patient Administration Systems.

Fast Track to Accessibility Programme (FTAP)

The Fast Track to Accessibility Programme (FTAP) has been developed to improve the accessibility of MFT hospitals and services for patients, visitors and staff. The programme is based on extensive research and engagement to identify 'What Matters' to our stakeholders about accessibility at MFT.

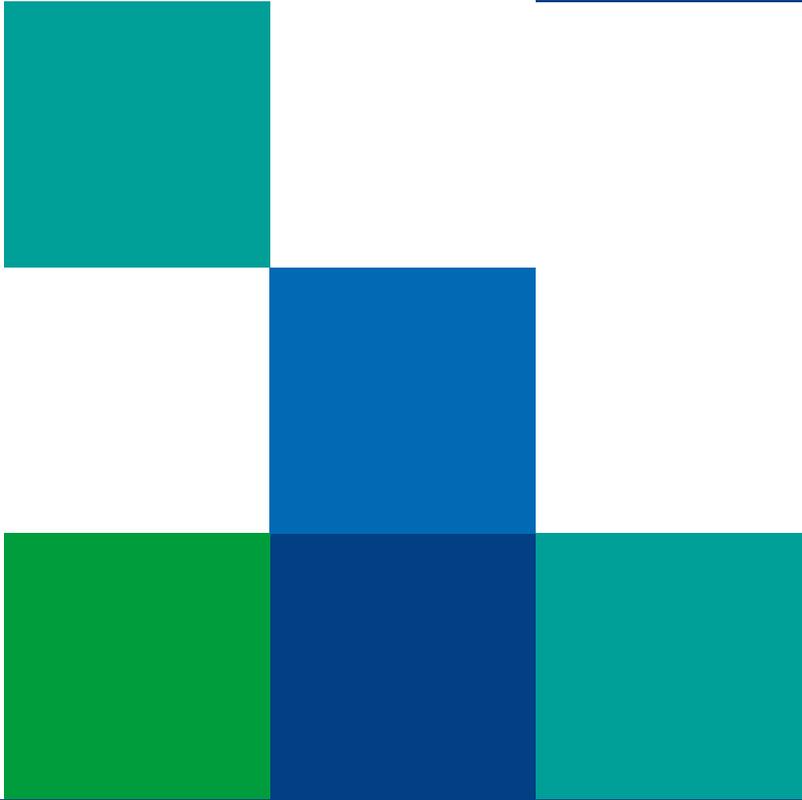
One of the projects undertaken has been the creation of access guides for our hospitals, with MFT now offering more than 380 guides to our services users. Working closely with AccessAble, the new name for DisabledGo, MFT has in place online guides for all nine of our hospitals, which can be viewed via the link below.

<https://www.accessable.co.uk/organisations/manchester-university-nhs-foundation-trust>

In addition, through engagement with our stakeholders, MFT has also recognised the need for staff training in relation to the barriers to healthcare which can be experienced by many disabled people when accessing our services. In response to this need, MFT is piloting disability awareness training sessions for all staff members across our hospital sites. The training includes information on several disabilities including Autism Awareness, Deaf Awareness, Learning Disabilities Awareness, Mental Health Awareness and Visual Impairment Awareness, all delivered by experts in each field.

The first stage of the FTAP training programme pilot has now been completed at our Oxford Road Site and is currently under evaluation. We are excited to begin the second stage of the pilot this year at our Wythenshawe and Trafford hospital sites. With this training programme we aim to:

- Provide our workforce with an improved understanding and awareness of disabilities and the barriers which a healthcare environment can create for people living with a disability
- For our workforce to understand how their behaviours and communication can impact on a disabled person
- To equip our workforce with the practical knowledge and skills to communicate effectively with people with disabilities in a healthcare environment.



Pride in Practice

In July 2018 the Government released the findings of their National LGBT Survey. The report found that lesbian, gay, bisexual and trans (LGBT) people are more dissatisfied with health services compared to heterosexual and cisgender* people. In response to these findings MFT plans to be the first acute hospital service to pilot Pride in Practice with LGBT Foundation to improve the experiences and wellbeing of LGBT people by ensuring that as a health care service our Trust can meet their needs.

Pride in Practice is a **quality assurance** and **social prescribing** programme for primary care services and lesbian, gay, bisexual and trans (LGBT) communities. It develops and strengthens relationships between clinicians and patients and enables primary care services to link with **community assets** and utilise **strength-based approaches** to community healthcare delivery.

Since 2016 Pride in Practice has supported **398** primary care services to be able to meet the needs of LGBT people in Greater Manchester as part of GM Health and Social Care Partnership's commitment to meeting the needs of GM's diverse communities of identity.

Over **1.89 million** patients across GM are registered at Pride in Practice registered GP practices.

Since 2016 Pride in Practice has trained **4,496** health professionals.

100% of participating health professionals can evidence changes made within their practice to better support the needs of LGBT people, **98.6%** report feeling more informed, **97.5%** report feeling more confident when working with LGBT communities and **99.7%** would recommend the training.

MFT and the LGBT Foundation have partnered to pilot Pride in Practice in an acute hospital. We recognise that people from LGBT communities experience particular health inequalities and by working with the LGBT Foundation we aim to continue to ensure high quality patient care for all of our service users. We are in the process of evaluating the pilot with the LGBT Foundation to determine next steps.

*Footnote: cis gender relates to a person whose sense of personal identity and gender corresponds with their birth sex.

Meeting the needs of patients with a learning disability and patients with autism

At MFT we are committed to improving the experience of our service users who have Autism and/or Learning Disabilities. There is a Learning Disability (LD) Liaison Nurse who can help and support staff, patients and families.

Some of the advice and support the Learning Disabilities Liaison Nurse provides regarding the care of patients with a learning disability and/or Autism include:

- Planning for admissions
- Ensuring reasonable adjustments are put in place to enable patients to access care safely
- Advice in relation to capacity assessments and best interests meetings under the legal framework of the Mental Capacity Act (2005)
- Provide guidance to staff and teams if a patient is non-compliant / anxious about treatment / provide distraction therapy / pictorial communication to aid understanding

- Support to ensure safe discharge planning through liaison with Community Learning Disability teams.

There are resources available to staff across the organisation to aid them in providing appropriate care and communication for those with a Learning Disability and/or Autism.

These include:

- Flagging systems, to allow staff to identify patients who may need additional support
- Hospital Traffic Light passports to support sharing needs and useful information to support each patient with additional needs
- Sensory and communication equipment and other effective communication tools and advise.



Disability Midwifery Advocate

St Mary's Hospital has established the new role of a Disability Midwifery Advocate to support disabled women who are pregnant by offering a face to face meeting or telephone call to assess their requirements during their inpatient stay. This process ensures that disabled women who are pregnant will have equal access to personalised care through implementing robust reasonable adjustments. In the first couple of months the Disability Midwifery Advocate has been referred over ten patients for this new pathway.

Dementia Champions

St Mary's Hospital, Ward 62

Dementia Champions are available on Ward 62 at St Mary's Hospital for the care of those patients with comorbidities. Staff Nurse Gulnaz Begum is the Dementia Champion on Ward 62 and provides support to patients and their families in recognition of the Trust's focus on Dementia. Ward 62 has created a Dementia friendly environment by celebrating Dementia Week and encouraging positive communication and support.

The Sexual Assault Referral Centre

The Sexual Assault Referral Centre offers a dedicated children's service to provide care and assessment for child victims of sexual abuse. Centre staff work in collaboration with the police and children and families services in the safeguarding of children who have experienced sexual crimes. For further information, click on the following link.

<https://mft.nhs.uk/saint-marys/services/sexual-assault-referral-centre-sarc/>



Children's Accident & Emergency for Wythenshawe Hospital

Phase 2 of the new Accident and Emergency Department (ED) expansion at Wythenshawe Hospital started on 30th January 2019.

This phase of the project will improve the experience of our younger patients by creating an age appropriate area for them to receive care and treatment. This part of the project focuses specifically on a new paediatric area in the department and consists of:

- New purpose-built area for paediatric patients incorporating one triage cubicle and eight cubicles
- Audio and visually separate resuscitation room
- Improved treatment area specifically designed for patients aged between 0 and 16 years old who should be treated away from the main ED
- Separate waiting area with play area.

Young Parents

Young parents will be signposted/referred to other agencies in order for them to access information and support around housing, benefits, education and employment, mental health, sexual health, contraception, and

drug and alcohol use. The Young Parents' Midwives work closely with the Family Nurse Partnership and Connexions. The Young Parents' Midwives can make referrals to both of these services.

Inclusive Care at University Dental Hospital Manchester

As with all of our hospital and managed clinical services, the University Dental Hospital of Manchester (UDHM) has promoted a culture based on positive attitudes towards welcoming a diversity of patients and meeting diverse needs. Here are some of the initiatives UDHM has undertaken.

- An introduction video, aimed to help patients with additional needs to familiarise themselves with the hospital environment and what to expect prior to attending.
- Autism and Dementia displays and information, as well as specialised clinics to support those who have additional needs when receiving dental care.
- Posters displayed around the Dental Hospital in a variety of languages, including a welcomes sign.
- Providing baby and changing facilities for parents to use when at the Dental Hospital.

- Additional needs poster and display to encourage service users to share information on their needs, so that we can work to provide a better, more personalised and accessible service.



Inclusive Communication at Manchester Royal Infirmary

The Manchester Royal Infirmary has undertaken great work to improve the experience of our service users and visitors by considering equality, diversity and inclusion across its Divisions. Among these improvements are informative equality and diversity display boards, easy read guides to procedures such as colonoscopy and presentations to support young people with

Inflammatory Bowel Disease's transition into our adult service. The Endoscopy Unit have developed instructive pathways for staff to support patients with Dementia, Learning Disabilities and Autism and those with sensory loss. The Northern Contraception, Sexual Health and HIV Service have provided non-clinical outreach to over 1000 young people on a range of topics.

Royal Manchester Children's Hospital

Play Therapists at Royal Manchester Children's Hospital provide distraction and participation therapy with children to alleviate their anxiety whilst they await their Outpatient Consultations. Toy boxes are available which include sensory toys for children with Autism or Learning Disabilities. There is also a dedicated Teen Zone for teenagers where iPads are available for them to use.



Not Every Disability is Visible

Staff from Research and Innovation at MFT invited guest speakers from Research groups at the University of Manchester Research, as well as patient advocates from patient groups to describe the challenges and practical tips for providing accessible research, and simple ways in which to communicate with people who have an access need. The four areas in which guest speakers were invited to share their experiences were Autism, Visual impairment, Hearing impairment and Mental Health.

The aim of the event overall was to raise awareness of Equality and Diversity issues, particularly around disabilities that are not visible and to promote the ways in which research can be made accessible to all.

This engagement event was held during Human Rights Week, Deaf Awareness Week, Mental Health Awareness Day and International Clinical Trials Day during 2018, with information and resources available to raise awareness.



Clinical Research

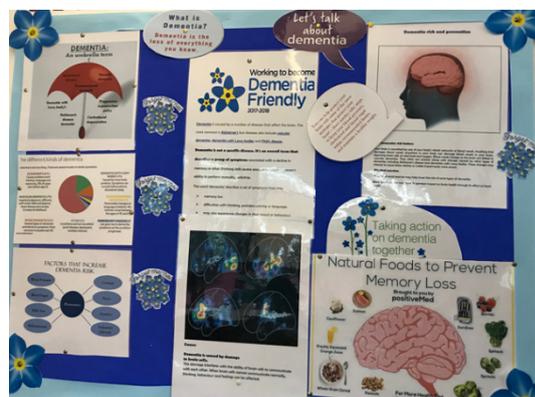
The Children's Clinical Research Facility (CCRF) has implemented several changes to accommodate people with protected characteristics and to make their department more accessible. Examples include:

- Display boards providing information relevant to children and young people has been presented using age appropriate language and content i.e. Autism Awareness Board
- The team are currently developing a variety of visual supports including picture exchange communication system (PECS) cards, communication books, choice boards and updated welcome booklets for children and young people prior to their visit to the unit
- A new document has been developed called 'All About Me' which is a communication tool created to detail relevant information and specific needs of patients, to help effectively reduce anxiety in the hospital setting. There are four key areas which focus on how best to meet the needs of our patients through information obtained by parents and hospital staff

- A Breastfeeding Link Nurse is working with the department to create an information board providing information in translated and accessible languages.

The Manchester Clinical Research Facility has implemented several changes to their department to improve accessibility for people with an access requirement. These changes include the use of contrasting colours on flooring and sign boards to facilitate accessibility for people with certain visual impairments, accessible signage including unisex disabled and accessible toilet signs and shower signs in contrasting colours to aid access for people with visual impairment or other access needs. The changes also include links to dementia champions, dementia friendly wards, clear and accessible signage and wayfinding across the department to support improved communication with people with dementia and other communication needs.

Manchester Clinical Research Facility supports "John's Campaign": the right for patients to be supported by their carers.





Our Translation and Interpretation Services

MFT recognises the need for effective interpretation and translation provision for our patients and service users. In the first year as MFT our Interpretation and Translation Services have played an invaluable role in ensuring that our Trust is able to provide accessible and inclusive services.

This includes:

- 45,381 face to face interpretation sessions with our service users across all our Hospital Sites and Clinical Services
- These sessions were made up of 54,608 different spoken languages
- Translated 484 patient letters into over 40 languages
- Provided 14,206 telephone interpretations.

The Equality Delivery System 2

As a NHS organisation we are committed to reviewing and evaluating our work through the NHS Equality Delivery System 2. In our first year as a Single Hospital Service, we have been focusing on Goal 2 – Improved Patient Access and Experience.

The case studies described in this section demonstrate some of what we are doing towards the continuous improvement of patient access and experience for our diverse population.

2. Improved patient access and experience	The NHS should improve accessibility and information, and deliver the right services that are targeted, useful, useable and used in order to improve patient experience	2.1 Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds
		2.2 Patients are informed and supported to be as involved as they wish to be in their diagnoses and decisions about their care, and to exercise choice about treatments and places of treatment
		2.3 Patients and carers report positive experiences of their treatment and care outcomes and of being listened to and respected and of how their privacy and dignity is prioritised
		2.4 Patients' and carers' complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently

Section Three

Our People

We are in the process of transforming the NHS in Manchester so that it serves patients better. During this time we need to continue to ensure that MFT remains an employer of choice that recruits and develops staff fairly, taking appropriate positive action wherever necessary, so that talented people choose to join, remain and develop with the Trust. Patients are more likely to receive the services they need if staff are not only competent but are representative of the communities we serve.

Social Mobility Employer Index

The Social Mobility Index was developed by the Social Mobility Foundation and is an important bench-marking programme that ranks Britain's employers on the actions they are taking to ensure they are open to accessing and progressing talent from all backgrounds and it showcases progress towards improving social mobility. We are proud that Manchester Foundation Trust is currently ranked at No.35 on the index, one of only two NHS Trusts to be present in the Top 50 employers in the UK.

Inclusive Workforce

People Strategy

The Trust has a People Strategy built around five key deliverables, each with a work plan:

- Information and HR Policies
- Workforce design
- Planning and succession management
- Attraction and recruitment
- Motivating, involving and engaging our staff
- Talent and performance improvement.

This is a part of our ongoing programme of work to develop a compassionate, inclusive and high quality culture underpinned by exemplary leadership. The Leadership and Culture Strategy includes detailed implementation plans for the delivery against objectives focussed around our vision and values, learning and innovation, support and compassion, goals and performance and teamwork.

Recruitment and Retention

MFT Safer Recruitment policy supports the delivery of fundamental standards by ensuring that robust recruitment and employment practices are in place to ensure that those recruited are suitable for the job that they are being appointed to do. The Trust's recruitment processes are carried out in accordance with current employment legislation and the six mandatory NHS Employment Check Standards.

The Recruitment Team monitors applicants for employment throughout each stage of the recruitment and selection process.

The recruitment and selection process also assures the transparency and inclusiveness of applicants at the short listing stage by omitting candidate's names and monitoring information to appointing managers.

The Trust is a Disability Confident employer. As part of this, Human Resources has a clear process in place to support disabled applicants through the recruitment process which includes guaranteeing an interview

for applicants that meet the minimum requirement for the role and supporting disabled staff in the workplace through reasonable adjustments to remain in employment or find suitable alternative work.

Recruitment and selection training is delivered across the Trust to recruiting managers and focuses on aspects of employment legislation linked to recruitment to include the Equality Act 2010 and bias in order to educate managers on the importance of understanding their relevance during the recruitment process.

Inclusive Workforce

Trust Wide Initiatives

- Tracking the Apprenticeship Programme to ensure that the apprenticeship programme is accessible to all. The Apprenticeship Team have been successful in recruiting 37% of apprentices from BME backgrounds and 7% of apprentices who have self-reported to have a disability.
- Diverse Panels Scheme - this is the programme of appointment panels for posts of band 8a, aim to have an employee from under-represented groups supporting both the shortlisting and interview/ assessment panel. An example of the application of the Diverse Panels Scheme is recruitment of the Graduate Trainee Scheme 2018 - 2020 intake. 16 people have been offered places, four who have identified as BME and four who have reported to have a disability. This is a significant improvement from the previous graduate recruitment.
- Pre-Employment Programmes - these are access to work programmes which are aimed at people who have been unemployed or have barriers to work. The Trust offer over 90 pre-employment placements each year with a 75% success rate of gaining employment in the Trust.
- Supported Internship Programmes for local young people with disabilities. These programmes encapsulate the Trust's desire to move beyond compliance of equality legislation. 20 Interns each year come to the trust from a variety of backgrounds with varying abilities, learning difficulties, physical and/or sensory and mental health needs. The Interns are either from local specialist colleges or NEET (Not in Education, Employment, or Training).
- Ensuring that role models for student at colleges and schools are diverse, through the work of the Greater Manchester careers Hub which is hosted by MFT.

Training and Development

Leadership and Culture

The Trust's Leadership and Culture Strategy is framed around the development of five cultural elements: vision and values, goals and performance, support and compassion, learning and innovation and teamwork.

There is a significant amount of research that has gone into determining what makes great cultures in the NHS, including work by the King's Fund and NHS Improvement, who we have worked with collaboratively to carry out a cultural diagnostic in order to inform the Leadership and Culture Strategy. This research outlines the cultural elements which contribute significantly to creating a high quality care culture and this has also informed

national strategy e.g. the Developing People Improving Care framework and the Care Quality Commission, Well Led domain review.

Learning and innovation is fundamental to delivering the strategy and therefore training and development opportunities which are taken up and positively evaluated by all staff are essential. This element of the strategy is focused on delivering appropriate technical and leadership competencies with an ability to nurture compassion, inclusivity, quality improvement and innovation. The appraisal policy supports the identification of development needs for individuals and access to training and development opportunities.

Training Opportunities

A trust wide programme of learning and development is available to all staff to apply for through Staff Net. Hospital Site/Managed Clinical Services' programmes of learning and development. The Trust promotes NHS Leadership Academy courses to all staff including positive action courses.

Example of good practice

Study days for BME nurses in the division of surgery have been running for a number of years. The study days include learning how to improve writing job applications and interview techniques. Participants have the opportunity to take part in mock interviews. The initiative has been successful with participants going on to promotional roles within the trust.

Supporting and Caring Working Cultures

Values and Behaviours

The Leadership and Culture Strategy, previously referenced, includes focus on vision and values and support and compassion which aims to continue to develop a compassionate high performing care culture. Over 5,000 staff have been involved in the development of the new Trust Values and supporting behavioural framework. MFT's values are: working together, everyone matter, dignity and care and open and honest. The values and behaviours have already been integrated into new job descriptions and person specifications.

Example of good practice

Bias in medicine training is delivered annually to all Medical Educators and is included as part of all newly appointed Consultant's training. This training explores bias and its impact within organisations, its impact on care and how individuals can reduce the impact of bias.

Policies and Procedures

The trust has a range of policies setting out expectations of standards of behaviours including an equality and diversity in employment policy.

Complaints of bullying and harassment are raised under the Dignity at Work Policy and can be dealt with informally, formally or through mediation. The policy outlines the procedure and staff support available. Lessons learnt sessions are arranged to discuss particular cases so the Trust can review and, if required, make amendments. These sessions can be used as training for the HR team and managers.

The policies are underpinned by grievance and dispute and appeals policies. Training on the Dignity at Work policy is provided twice a year aimed at managers.

Our corporate induction for all new starters includes equality, diversity and human rights. We also promote the Trust values and workforce policies through our induction for substantive and temporary staff, informing them of how to access the policies and further information via staff net.

Trust appraisal includes that all staff set an equality and diversity objective as part of their appraisal objectives.

The Trust has a mediation service which comprises of accredited mediators to resolve workplace disputes quickly. Mediation is voluntary, impartial and confidential; and creates a safe environment where all parties are able to communicate and work towards the restoration of a positive working relationship.

Supporting and Caring Working Cultures

Trust Wide Initiatives

- We have in place the Freedom to Speak Up and Champions programme to support the Freedom to Speak Up Guardian.
- In 2018 MFT became a Hate Crime Reporting Centre.
- The staff survey and pulse check results are shared with all hospitals and divisions within the Group. This includes Key

Finding reports and question-level data. This data is analysed at a Group-level and provided to the Group Board and in our annual Workforce Equality report. Hospitals within the Group are responsible for developing action plans to address the priorities identified in this analysis.

Example of good practice

Saint Marys Hospital-Caring For You staff campaign included a survey with questions about bullying and harassment as a result of which a staff health, safety and wellbeing action plan.

Royal Manchester Children's Hospital are developing a draft framework for analysing parental behaviour, to help staff recognise different types of behaviour and enable them to be more proactive in approaching difficult situations.

The University Dental Hospital and the Royal Manchester Eye Hospital- Following the 2017 Staff Survey a task and finish group has been set up which includes addressing bullying and harassment.

Job Satisfaction

Staff Engagement

Staff engagement is at the heart of the Trust's culture. Engagement is a thread that runs throughout strategic pieces of work such as the development of the Values and Behaviours framework.

Staff Survey 2017-2018

The staff survey and pulse check results are shared with all hospitals and services within the Group. This data is analysed at a Group and hospital, managed clinical services levels and action plans developed to address the priorities identified in this analysis. The staff survey is also analysed by the staff experience of BME staff, disabled staff, and LGBT staff as well as by gender and age.

Trust Wide Initiatives

- Group and Hospital overall staff engagement scores are included in the Operating Assurance Framework and the Board Assurance Framework.
- Staff awards include a dedicated equality and diversity award.
- Hospital sites/Managed Clinical Services invest in putting staff forward for awards and recognising and celebrating staff achievement.
- The trust celebrates NHS Employers Equality and Diversity Week.

Case Study: Wellbeing in Medical Education

The Postgraduate Medical Education Team organises teaching and development programmes for doctors in various grades and specialties. The Team have organised a Junior Doctors' Wellbeing Week and Fair. This comprised a series of drop-in sessions related to health and wellbeing for junior doctors, stands, and a key note lecture on "Flourishing in a Demanding World" given by the Art of Brilliance.

To support our international doctors the Post Graduate Medical Education Team now have a Trust International Tutor who supports the induction of international doctors, in particular those new to UK clinical practice. There is a bespoke e-learning programme for international doctors and they can choose to be assigned a "buddy" for additional support.

Job Satisfaction

Gender Pay Gap

In 2018/19 the Trust completed its first Gender Pay Gap analysis. The Trust reviewed its pay by gender and looked at why there is a difference in pay for men and women. The Trust identified that the difference in pay related to the medical workforce where there are more men than women, also less women applied for Clinical Excellence Awards. The Trust has reviewed its Clinical Excellence Award programme, developing a new process and categories for its local awards scheme.

Work Race Equality Standard (WRES)

Implementing the Workforce Race Equality Standard (WRES) is a requirement for NHS healthcare providers, through the NHS standard contract. In 2019 the Trust will complete its first WRES report. We have undertaken work to advance the equality of opportunity for black and minority ethnic (BME) staff at MFT as outlined by the examples presented in Section 3 of this report.

The NHS Equality and Diversity Council announced on 31 July 2014 that it had agreed action to ensure employees from BME backgrounds have equal access to career opportunities and receive fair treatment in the workplace. This is important because studies shows that a motivated, included and valued workforce helps deliver high quality patient care, increased patient satisfaction and better patient safety.

Work Disability Equality Standard (WDES)

The Workforce Disability Equality Standard (WDES) is a set of ten specific measures (metrics) that enable NHS organisations such as our Trust to compare the experiences of Disabled and non-disabled staff. This information is then used to develop a local action plan, and enable us to demonstrate progress against the indicators of disability equality.

The WDES is mandated through the NHS Standard Contract. The Trust will produce its first WDES Report in 2019.



Focus on our Volunteers

We offer a wide range of volunteer roles across various hospitals within the Trust and we are always keen to attract diverse people to volunteer within our services. Volunteer roles can range from being a Care Companion to Chaplaincy, from Dining Companions to Tea Bar Assistants, to the Information Desk and beyond, there is sure to be an opportunity that suits each individual's skills and abilities.

Currently we have over 13,000 volunteers across our Trust's sites and services ranging in age from 16 to over 65's, from a variety of ethnic backgrounds including Black and Ethnic Minority and other ethnic groups. Some of our volunteers have disclosed that they have a Learning Disability and other volunteers live with long term health condition. At MFT we are committed to providing inclusive opportunities for all and the Trust will continue

to work to provide those who volunteer at MFT with induction, training and ongoing access to Senior Volunteers and a dedicated Volunteers Team for ongoing encouragement and support.



Focus on our Staff Networks

One of the most important ways in which we support equality and diversity at the Trust is by continuously engaging with our workforce. Our Staff Networks help us to support our staff and services by working with the Trust to identify and address inequalities faced by underrepresented or disadvantaged groups or individuals. We are proud to have Black and Minority Ethnic (BME) Network and Lesbian, Gay, Bisexual, and Trans+ (LGBT+) Network.

Our networks provide role models and insight to the unique issues affecting particular groups of staff and links with service users. We have one single hospital service terms of reference for the Networks.

Our LGBT Network organised our presence at Manchester Pride 2018, which saw the largest NHS presence to date.

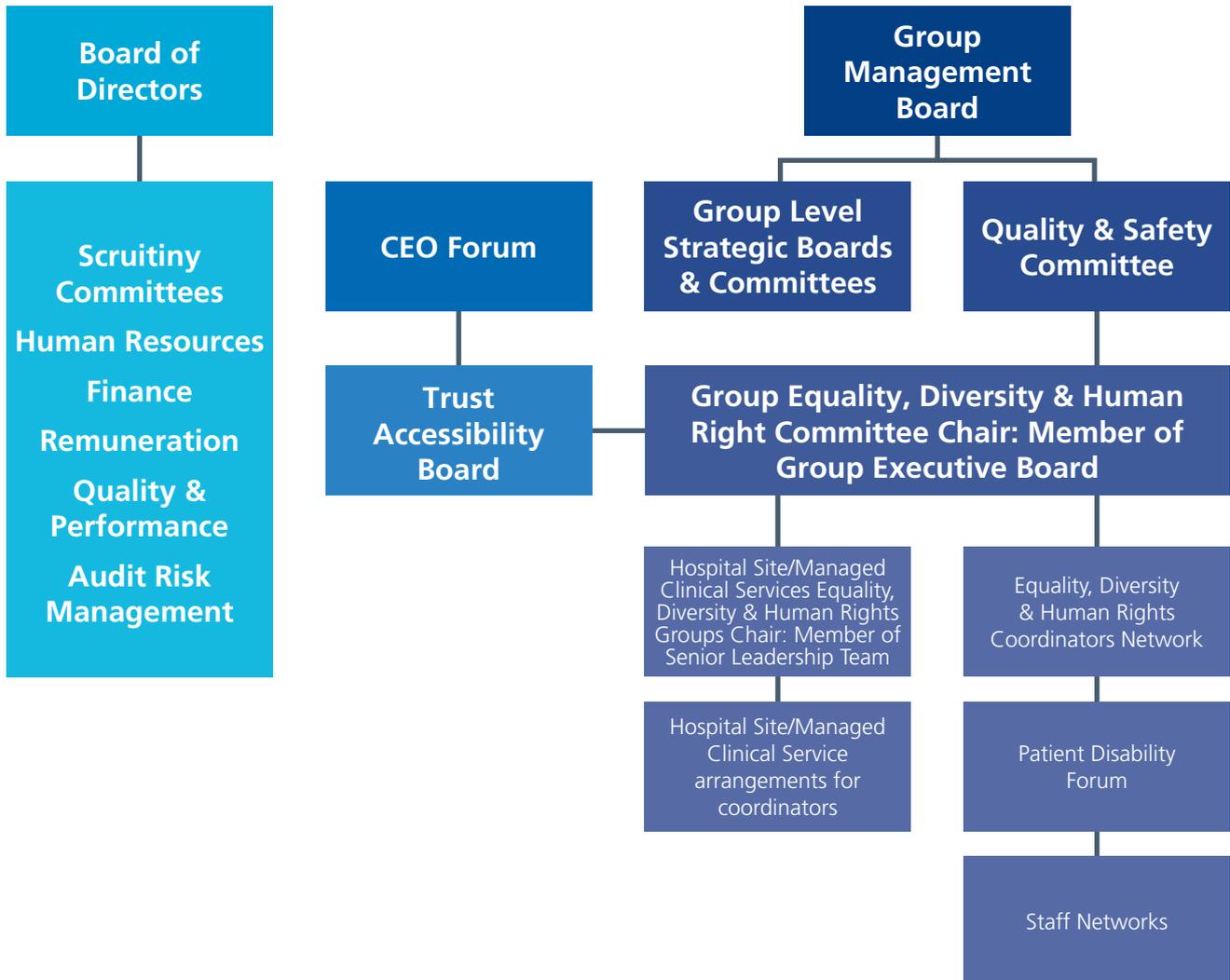


Section Four

Our Leadership

Governance

Our governance structure is illustrated in the diagram below. It is built on the principle of leadership and inclusion. It comprises of a Group Equality, Diversity and Human Rights Committee that reports to our Group Quality and Safety Committee, a Workforce and Education Committee and to our Human Resources Scrutiny Committee. It includes Hospital Site/Managed Clinical Service and Corporate Service Groups, Equality and Diversity Coordinators' Network, Staff Diversity Networks as well as a Disabled Patients' User Forum.



Equality Leaders and Champions

John Amaechi OBE, Board Diversity Champion

John not only brings a passion for Equality, Diversity and Inclusion, but a wealth of experience to help challenge the organisation to think creatively about inclusion. As well as being one of our non-executive directors, John is an organisational psychologist and a high performance executive coach. He is also a New York Times best-selling author and a former NBA basketball player. John is also sought-after for his contribution to helping brands understand how to energise and use cause marketing and corporate social responsibility as a client & personnel engagement tool. In the UK, John has his own charitable sports and community centre with more than 2,500 young people per week going through its doors receiving schooling in sport, leadership and life skills. In addition to being the Board Champion for ED&I, In 2016/2017 John Chaired MFT's HR Scrutiny Committee working with teams across to build a high performing creative culture.



Equality and Diversity Coordinators

At MFT we have dedicated Equality and Diversity Coordinators across the Trust, from different roles and departments. The Coordinators help to facilitate the promotion and advancement of events and work relating to our Equality and Diversity objectives. They are an invaluable part of sharing good practice across the Trust.

Stephanie Yau, Equality, Diversity and Inclusion Coordinator for Research and Innovation (R&I) Division

Hello, my name is Stephanie Yau. I am the Rare Disease Project Manager based in the Research and Innovation (R&I) Division. I am part of a network of Equality and Diversity Coordinators. I am an active member of the R&I Equality, Diversity and Human Rights (EDHR) Group where I assist our Divisional Lead, Dr Iain McLean, in the delivery of Trust-wide objectives.

This year I have helped to organise staff engagement days, including the Accessibility in Research day. I took part in the Manchester Pride Parade and coordinated a small team of R&I staff to attend, alongside the LGBT staff network and attended the Pilot Fast Track Accessibility Programme.

My passion for equality and diversity and contribution to the Trust and Divisional objectives led me to be a Highly Commended Equality, Diversity and Inclusion Champion at the 2018 MFT Excellence Awards, which I am extremely proud of.



Michelle Hayes, Equality, Diversity and Inclusion Coordinator for the University Dental Hospital of Manchester

Hello, my name is Michelle and I am the Senior Dental Nurse Manager at the Dental Hospital. I have been the deputy Equality, Diversity and Inclusion Coordinator for over 10 years. We have made some great improvements with equality, diversity and inclusion over the last year within our division to meet the needs of our patients and staff and I am very proud of our achievements. I look forward to seeing how we can progress this even further.

Equality and Diversity Coordinators

Heather Birds, Equality and Diversity (E&D) Coordinator at Saint Mary's Hospital /Managed Clinical Services.

I have been the Equality, Diversity and Inclusion Coordinator for Saint Mary's for over a decade now. In this time I have had the great pleasure of working with a diverse range of nursing, midwifery, medical and scientific staff who have always had their patient as the focus of their care. Their professionalism, compassion and competence whether it be in the neonatal field, midwifery, Gynaecology, Genetic medicine or the Sexual Assault Referral Unit has always been an inspiration to me and driven me to make the equalities agenda realistic and support them to embed the principles into day to day activities and link the various Trust workstreams to provide a holistic package of specialised care. Together Care matters and FREDA (Fairness, Respect, Equality, Dignity and Autonomy) in Saint Mary's.



Donna Egan, Equality, Diversity and Inclusion Coordinator for Clinical and Scientific Services at MFT

Hello, my name is Donna, I am the Quality and Safety lead for Clinical and Scientific Services. It is important to ensure that as the quality lead I promote equity for all and in my role I am well placed to do this and to monitor that this is occurring. On a personal note health issues have led to reduced mobility so I have seen first-hand what is required to help people continue to work when circumstances change

I have passionate Equality, Diversity and Inclusion Coordinators in each of the divisions who regularly share what is going on in their area to promote equality, diversity and inclusion issues.



The Equality and Diversity Team

The positions which previously existed at both legacy organisations of CMFT and UHSM have now been combined to form one Equality and Diversity Team at MFT. The merge of our two services into one has led to the development of a well-structured and resourced team with the capacity to provide the best possible support for our stakeholders around equality and diversity, which will aid the advancement of our objectives moving forward.

MFT Equality and Diversity Team

Assistant Director for Equality and Diversity

Equality, Diversity and Inclusion Lead

Advice, Governance and Information
Manager for Equality and Diversity

Accessibility Programme Manager

Project Support Officer for Equality
and Diversity

Section Five

The Diversity of our People

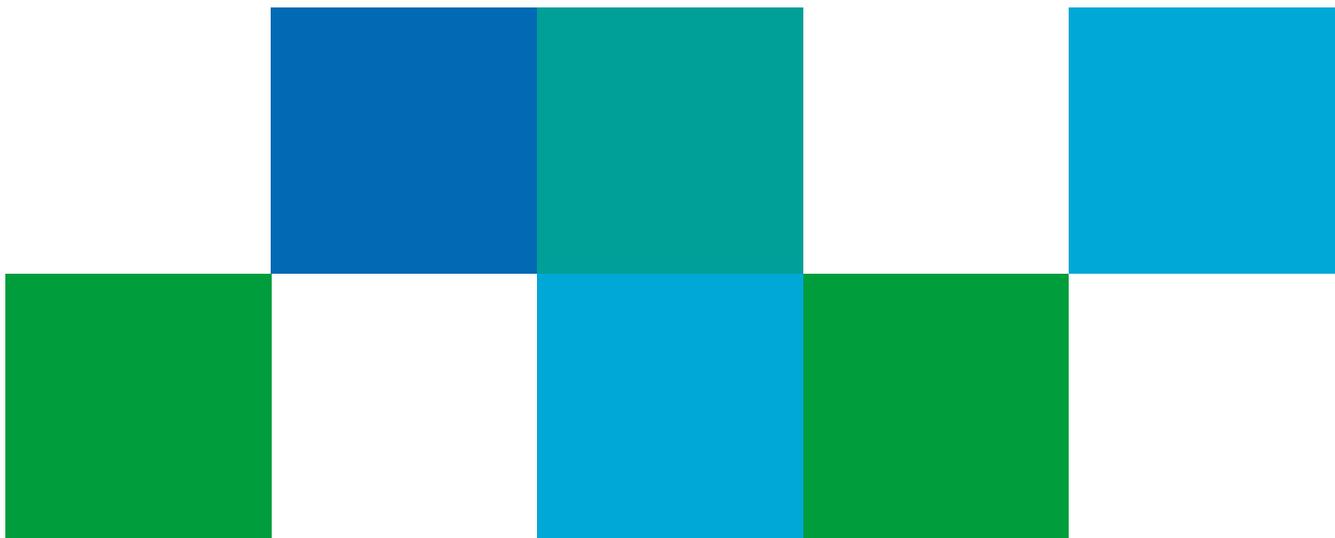
Manchester University NHS Foundation Trust is committed to an inclusive, accessible and fair workplace for our employees, which is representative of the diverse communities we serve.

As an organisation we recognise the differences that make each individual unique. We value the contribution of all employees and the experience, knowledge and skills that their contribution makes to our services. We celebrate the richness of our communities and workforce in their diversity and work to ensure that everyone who works for, or receives our services feels treated with dignity and respect.

The following tables provide information about the workforce of MFT services in the period 2017/2018 by the protected characteristics that the Trust currently collects information on and how the profile of our workforce compares to the wider population of Manchester and Greater Manchester where applicable.

The data detailed in this report is from across our Hospitals and Managed Clinical Services and is reflective of MFT's first year as a Single Hospital Service.

The Workforce of MFT is made up of over 20,000 employees. Wythenshawe has the largest amount of employees at 6,676 and Charitable Funds the smallest at 30 members of staff. The largest staff group at the Trust is Nursing and Midwifery with 6,691 members of staff.



Key:
RMCH = Royal Manchester Childrens Hospital, CSS = Clinical Scientific Services, Corporate = Corporate Services, Dental = Dental Hospital, MRI inc Com = Manchester Royal Infirmary including Community Services, R&I = Research & Innovation, REH = Royal Eye Hospital, SMH = Saint Marys Hospital, Sodexo = Sodexo ROE staff, TGH = Trafford General Hospital and Altricham Hospital, Wythenshawe = former UHSM includes Withington

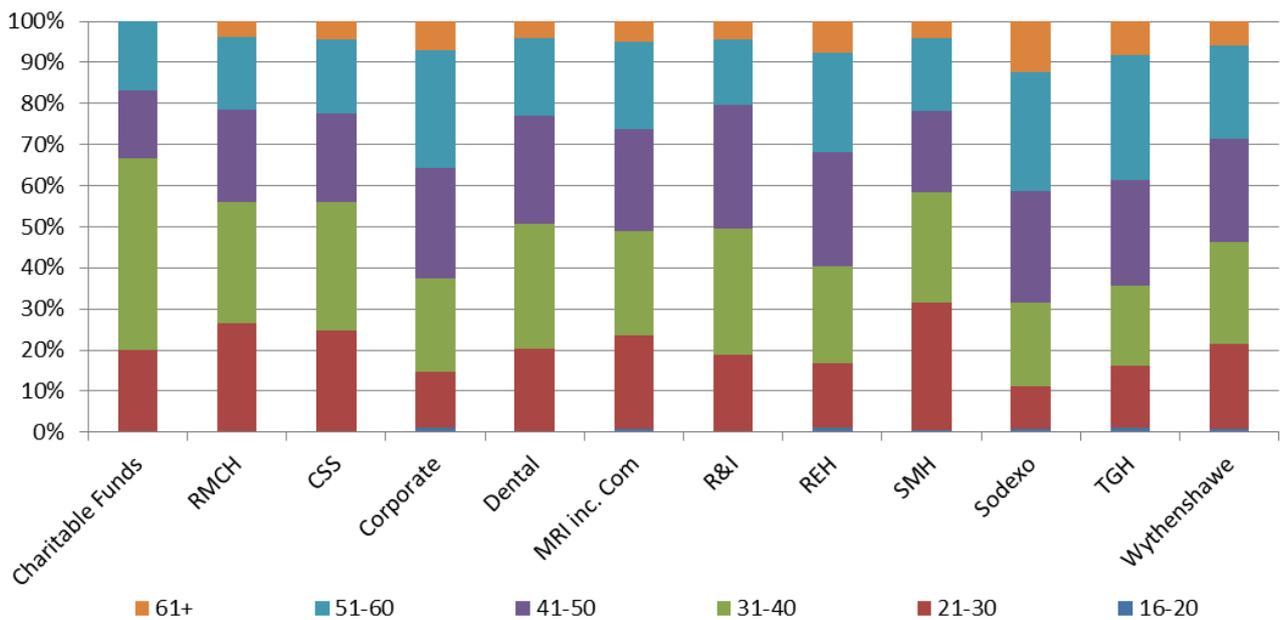


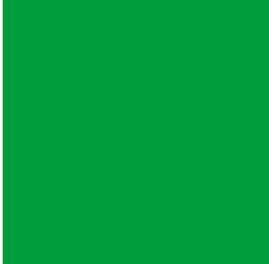
Our Workforce – Age

The largest age group of employees at MFT is those who are within the ages of 31-40. This equates to 25.8% of all employees at the Trust. The smallest a group at MFT are those

who are aged 16-20, representing 0.7% of all employees at the Trust. The average age of an MFT employee is within the age range of 41-50.

Manchester University NHS Foundation Trust by Hospital/Area and Age



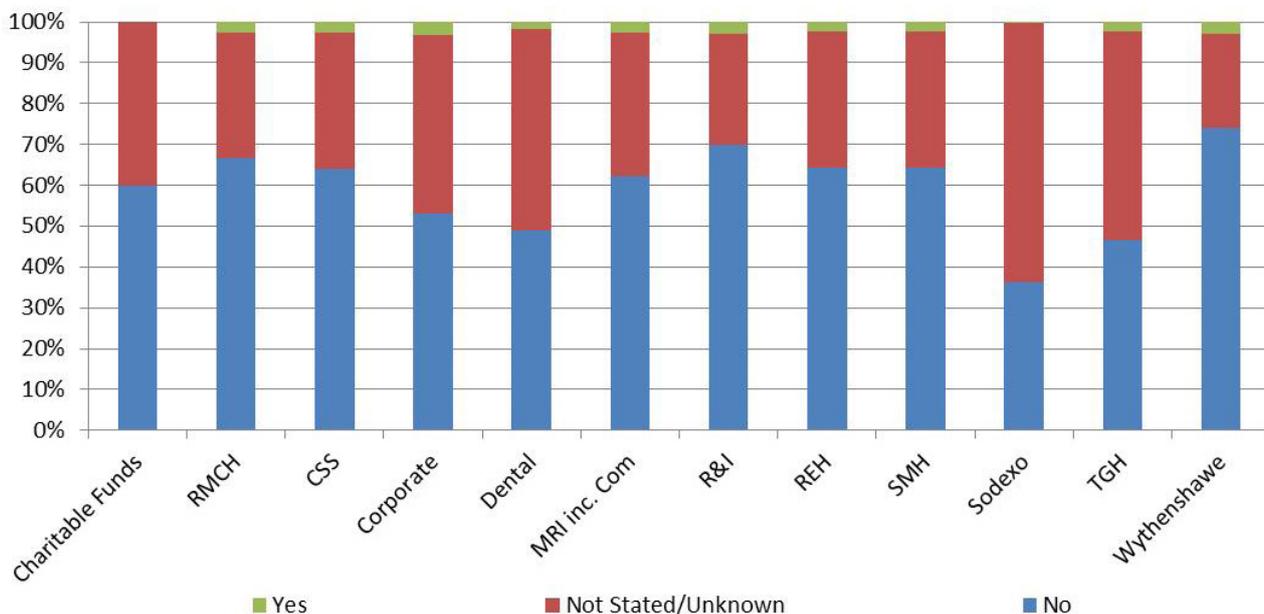


Our Workforce – Disability

The Trust has a 2.6% rate of employees who have declared that they have a disability which is much lower than the Manchester population of 17.7% and the Greater Manchester population of 19.4%. One of the reasons for this low declaration percentage could be related to a large number of employees who have chosen not to state their long-term illness or disability status. This Not

Stated or Unknown category accounts for 32.4% of the overall workforce at MFT. This year's data indicates a rise in the percentage of employees disclosing their disability in comparison to the legacy Trusts of CMFT and UHSM and the number of unknown data decreasing in the same period, which is a positive trend we hope to continue.

Manchester University NHS Foundation Trust by Hospital/Area and Disability





Our Workforce – Ethnicity

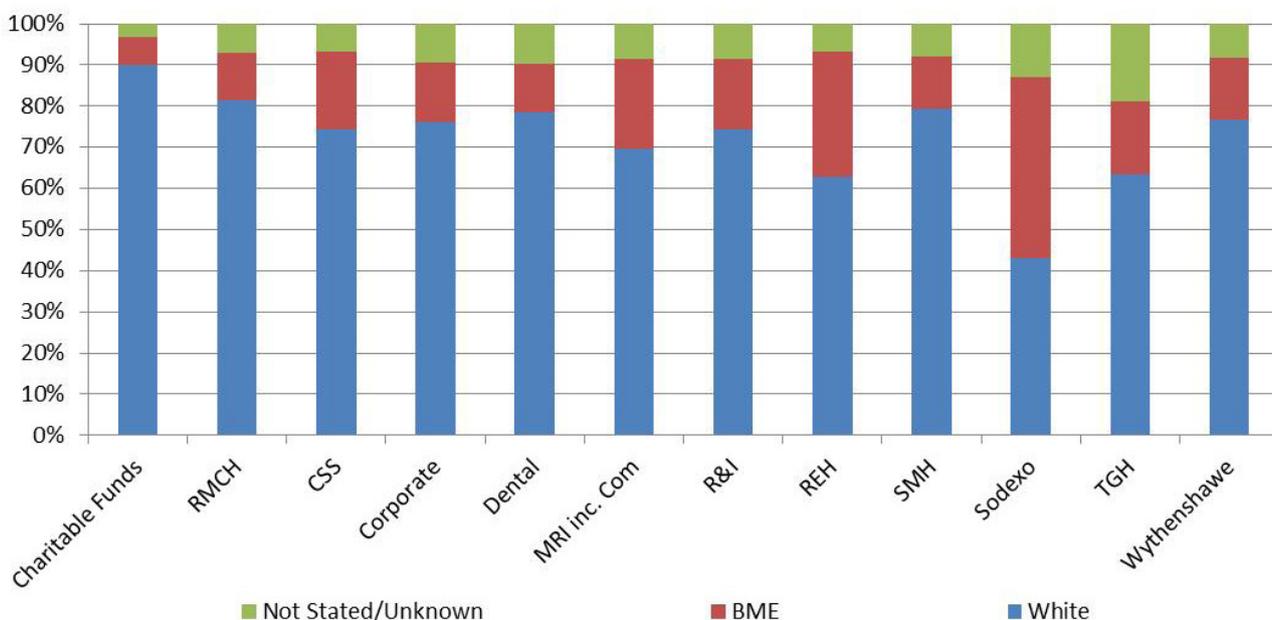
A breakdown of staff groups by ethnicity shows that the highest proportions of BME staff at MFT work within clinical staff groups such as Additional Clinical Support Services, Medical, Dental and Registered Nursing and Midwifery. This means that BME staff are proportionately more likely to work in roles that have patient contact and are visible to those using MFT’s services. The BME (Black and Minority Ethnic group) figure of 17.8% for MFT is higher than the Greater Manchester population figure of 16.2% which is positive, but is lower than the Manchester population which is 33.7%. Of the Sodexo workforce at MFT, 43.9% are from a BME background which is the highest percentage in the Trust.

Other BME groups that were below the Manchester and Greater Manchester population of Self Defined Ethnicity (SDE) groups were Bangladeshi, Chinese, Mixed - White and Asian and Mixed - White and Black Caribbean. All other SDE groups are above either their Greater Manchester or Manchester population equivalents.

Recruitment information shows the trust has 37.8% of MFT’s total applications coming from people with a BME background, which is higher than both the Manchester and Greater Manchester population.

Of the MFT workforce 8.6% of employees have chosen not to disclose their ethnicity recording as unknown or not stated. The Trust will continue to improve employee data by encouraging employees to self-complete this information through Employee Self-Service. MFT values and encourages an inclusive and diverse workforce which is representative of the communities we serve, and will continue to work to ensure equality of opportunity within our organisation.

Manchester University NHS Foundation Trust by Hospital/Area and Ethnicity



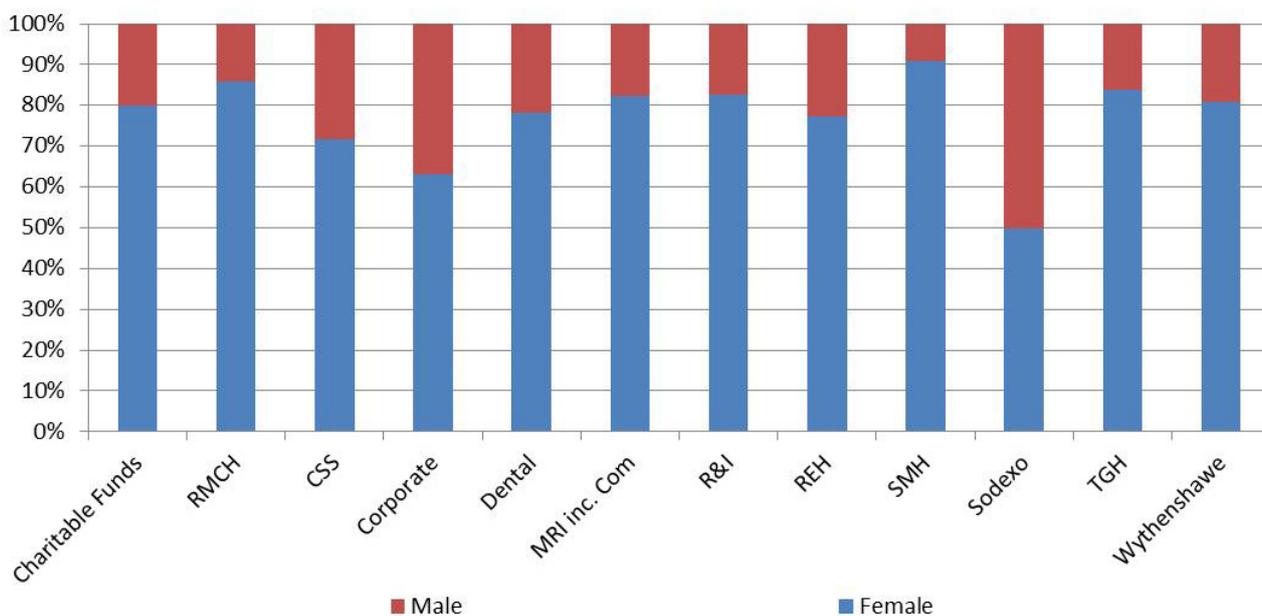


Our Workforce – Gender

The male workforce at the Trust constitutes 20.4% compared to 50.3% of the Manchester population and 50.2% of the Greater Manchester population. The female workforce constitutes 79.6% compared to 49.7% of the Manchester population and 49.8% of the Greater Manchester population.

Although the percentage of male staff within MFT is disproportionate to that of female staff, females being the majority of the workforce, the percentage of males employed by MFT are reflective of that of the overall National Health Service which is 23% male. Females made up the highest percentage of the workforce in each staff group apart from Medical and Dental.

Manchester University NHS Foundation Trust by Hospital/Area and Gender



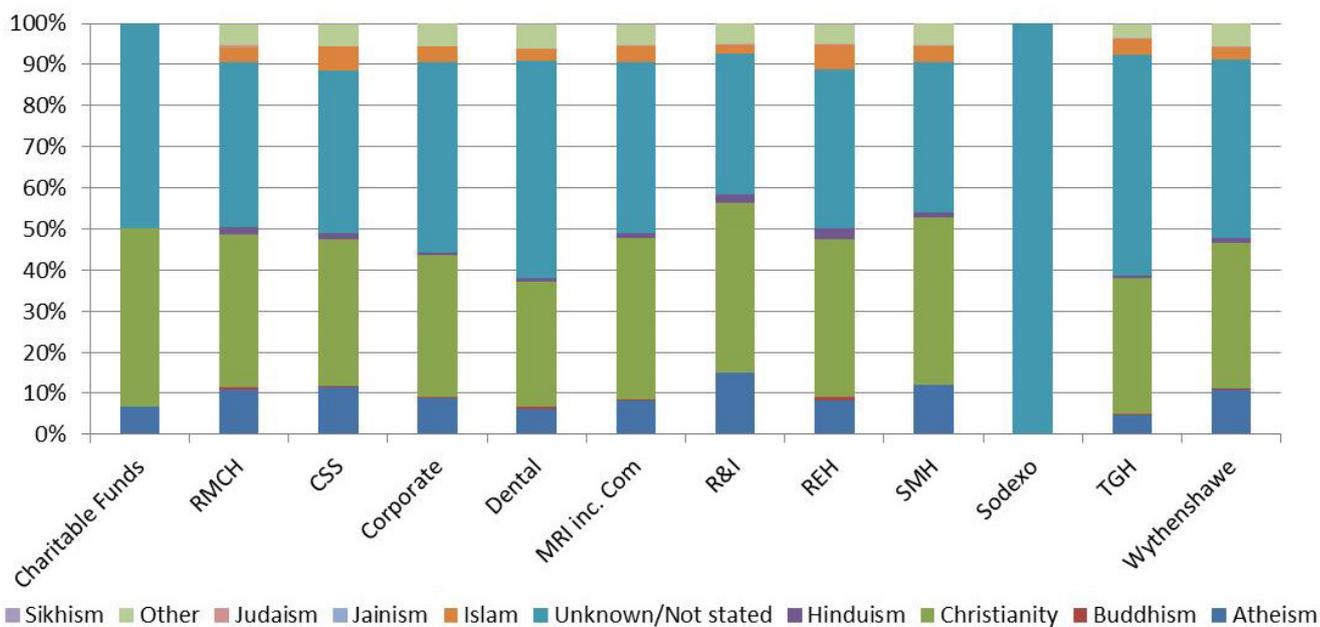


Our Workforce – Belief

A large proportion of the workforce of MFT has chosen not to declare their religion or belief, 43.7%. Due to the low percentage of staff reporting their religion or belief the Trust cannot compare itself to the local population of Manchester or Greater Manchester.

The Trust will continue to improve employee data on religion or belief as it has done in previous years by encouraging employees to self-complete this information through employee self-service (ESS) on ESR (Electronic Staff Records).

Manchester University NHS Foundation Trust by Hospital/Area and Religion/Belief



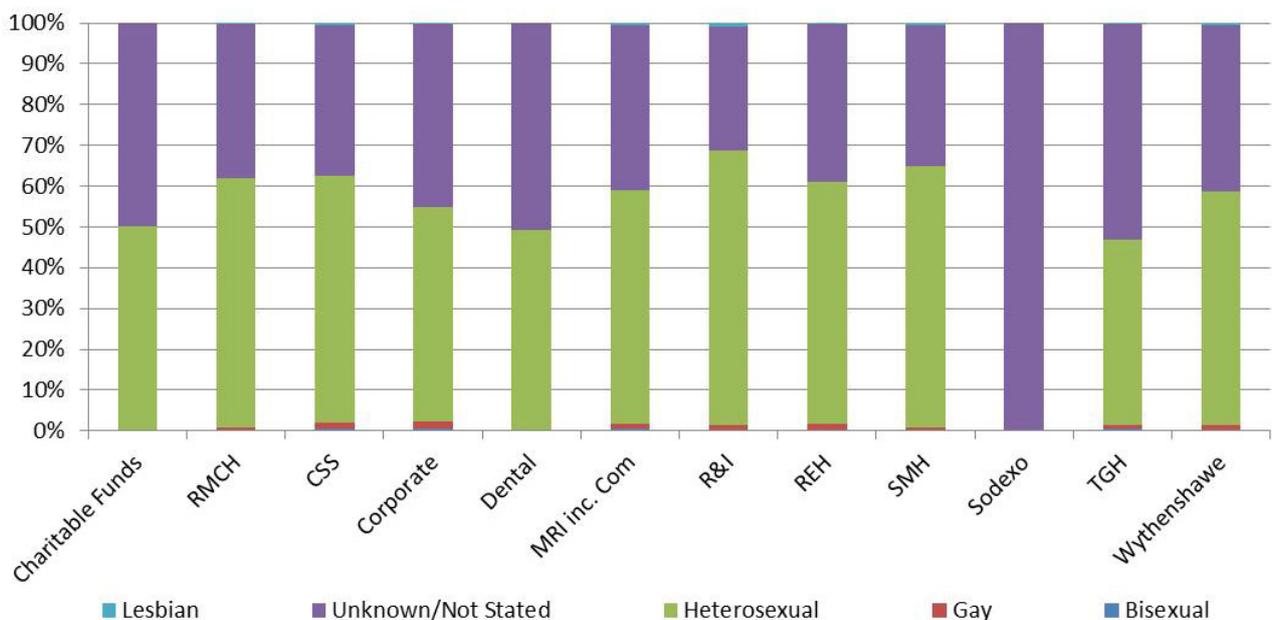


Our Workforce – Sexual Orientation

Around 8% of the Manchester Population report to identify as Lesbian, Gay, Bi-sexual or Transgender (LGBT) which is higher than the reported 2% of MFT employees who report to identify as LGBT. One of the reasons for this low percentage is likely due to 41.7%, of employees choosing not to disclose their

sexual orientation. The trust will continue to improve employee data on sexual orientation as it has done in previous years by encourage employees to self-complete this information through employee self-service (ESS) on ESR (Electronic Staff Records).

Manchester University NHS Foundation Trust by Hospital/Area and Sexual Orientation



Section Six

The Diversity of our Patients

MFT is committed to inclusive and accessible services which provide fair care and treatment to all our service users, which is representative of the diverse communities we serve.

At MFT we recognise that everyone has different needs, and it is our responsibility to provide safe and effective care, which best meets those needs. We celebrate the diversity of the communities we serve and work to ensure that everyone who accesses our services feels treated with dignity and respect.

The following tables provide information on service users who accessed MFT services in the period 2017/2018 by the protected characteristics that the Trust currently collects information on.

The data detailed in this report is from across our Hospitals and Managed Clinical Services and is reflective of our first year as a Single Hospital Service.

This data is used to understand patient experience and outcomes by protected characteristic in the continuous efforts to improve services. We will continue to improve the collection of information on the protected characteristic of our service users in the coming years with initiatives to raise awareness of why we ask for, and how we use this information.



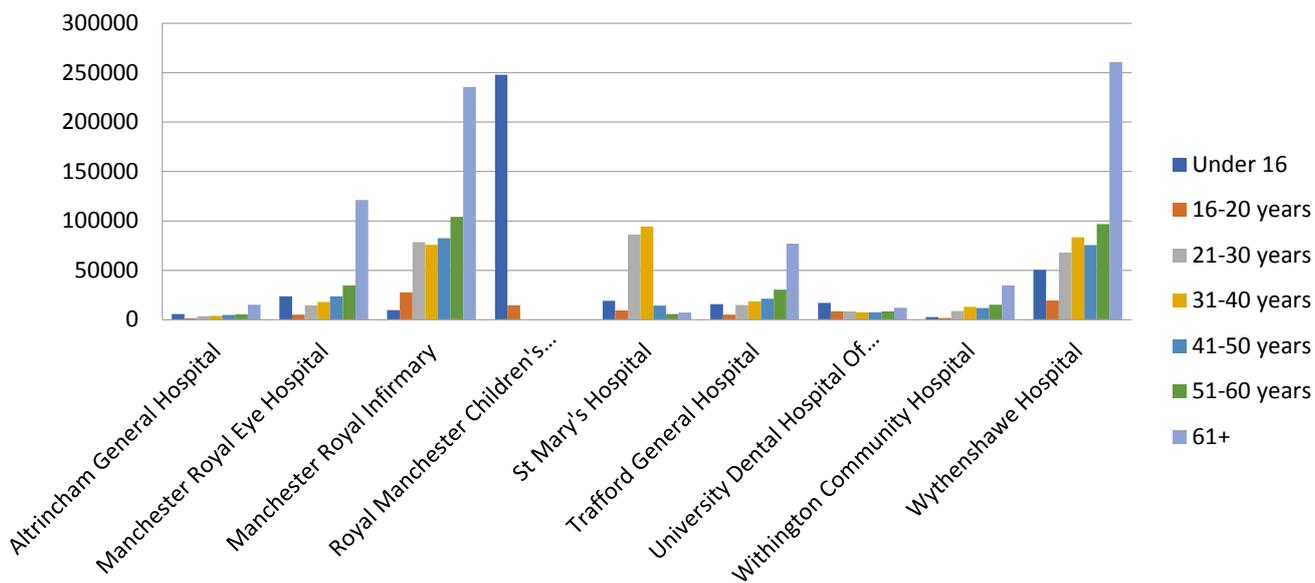


Our Service Users – Age

The table below shows a breakdown of our service users by age. The data indicates, as you would expect that the Royal Manchester Children’s Hospital provided services to the highest percentage of those under the age of 16. Wythenshawe Hospital provides care to the highest number of service users who are over the age of 61, with many service users from Manchester Royal Infirmary and

the Manchester Royal Eye Hospital also being in this age group. Of the people who have used MFT services in the last year, the highest number of people are from the 61+ age group, accounting for 32% of the people who chose to disclose their age. The smallest percentage of people accessing MFT services are from the 16-20 age group, representing 4% of our overall services users.

Age Group by Hospital Site

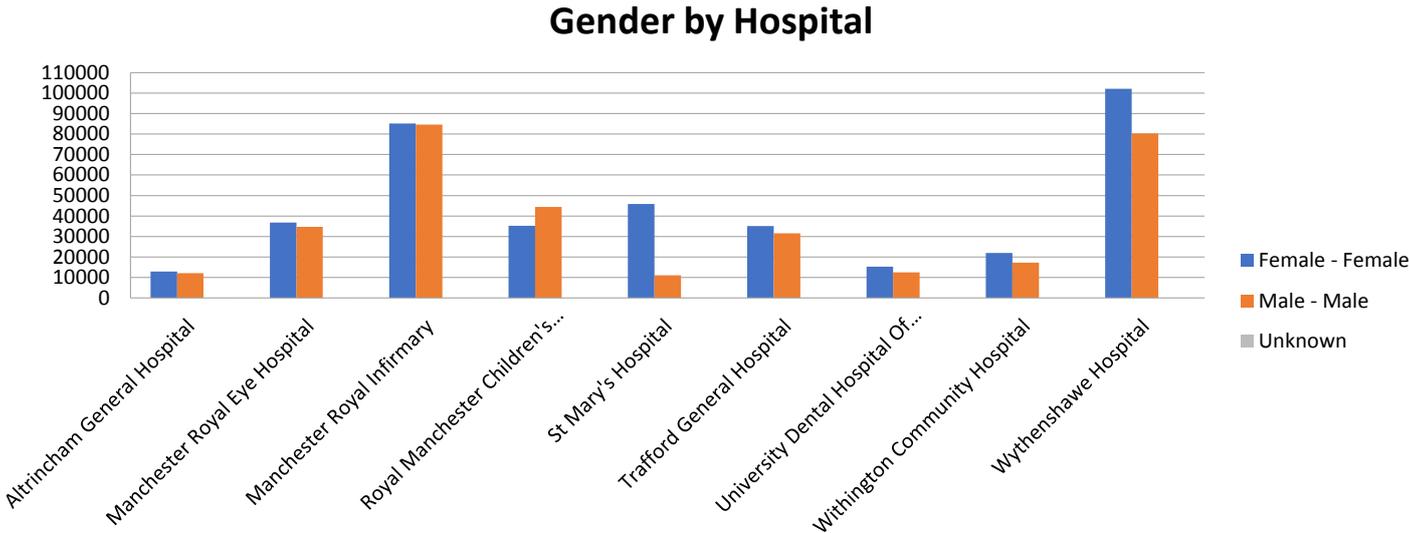




Our Service Users – Gender

The number of Male and Female patient who accessed MFT services in 2018 are almost equal. With 54% of our service users identifying as Female and 46% identifying as Male. Of the 718,956 service users that this data reflects only 126 people registered their gender as unknown. This data shows that that

the highest number of service users accessed Wythenshawe Hospital where 44% identified as Male and 56% as female, which is almost comparable to the overall percentage for service users at MFT.





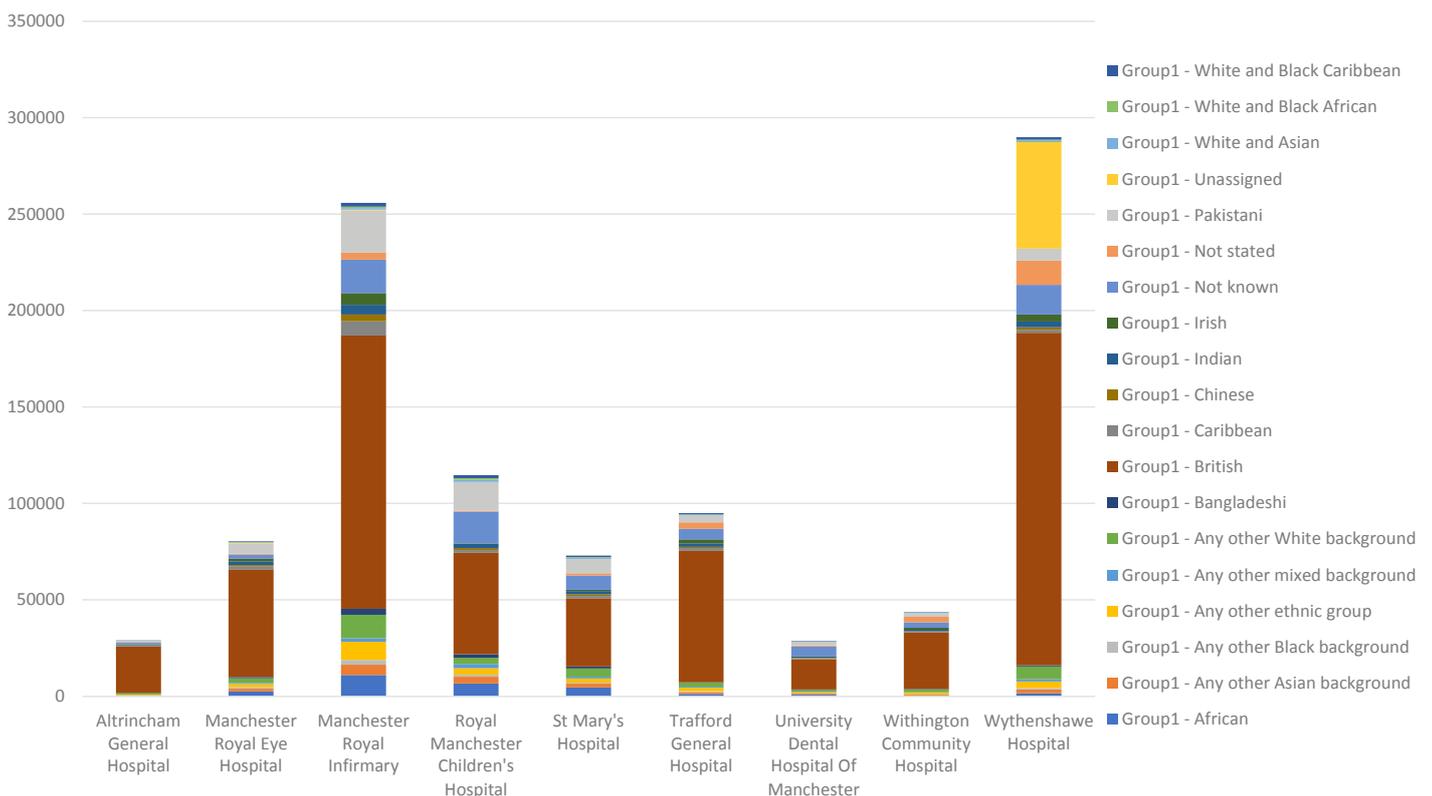
Our Service Users – Ethnicity

Our services provide care and treatment to service users who have identified their ethnicity as demonstrated in the above table. This table shows a breakdown of service users at MFT by ethnicity for each of our Hospitals. It is clear from this data that MFT provide services to a diverse population of people from a range of different backgrounds. 59% of the service users who accessed MFT services in 2018 would identify as being British, and 3% identifying as being from an Other White background.

Service users from a BME background make up 16% of the people who accessed services at MFT, excluding those from a Mixed White and BME background. This is comparable to the Greater Manchester population figure of 16.2% but is lower than the Manchester

population which is 33.7%. Those identifying as from a Mixed White and BME background are 1.4% of the people who used MFT services in 2018. 2% of service users identified as being from Any Other Ethnic Group.

A percentage of people chose not to state their ethnicity or registered this as unknown or unassigned. This accounts for 15% of service users at MFT. As a Trust we are committed to providing inclusive and representative services for the diverse population we serve. We will continue to encourage all our service users to complete this information with initiatives in the coming years to help people to understand more clearly why we ask for this information, and how it helps us to direct our service improvements.



Section Seven

Additional Resources

Equality, Diversity & Inclusion at MFT

www.mft.nhs.uk/the-trust/equality-diversity-and-inclusion/

Healthwatch Trafford

www.healthwatchtrafford.co.uk

Equality and Human Rights Commission

www.equalityhumanrights.com

Government Equalities Office

www.gov.uk/government/organisations/government-equalities-office

Healthwatch Manchester

www.healthwatchmanchester.co.uk

NHS Employers Diversity And Inclusion

www.nhsemployers.org/your-workforce/plan/building-a-diverse-workforce

Manchester Health & Care Commissioning Equality Information

www.mhcc.nhs.uk/about-us/equality-diversity

Greater Manchester Health and Social Care Partnership

www.gmhsc.org.uk

NHS England Equality Hub

www.england.nhs.uk/about/equality/equality-hub

